

# Edit Work Order

Wed, Jan 17, 2024 Agent Actions - Reactive, Quote, PPM, Audit

This gives the User the option to amend the original Work Order criteria, ranging from Caller Type and Asset association through to assigning a Capital Budget Code. The items which can be changed will depend what status the Work Order is at.

1. From the Agent Actions menu select "Edit Work Order".
2. Click on any of the fields that require editing and once completed click "OK". Clicking "Cancel" will exit without making any changes to the Work Order.

The screenshot shows the 'Edit Work Order' dialog box. It has a title bar 'Edit Work Order'. The main area contains several fields: 'Type And Symptom' with a dropdown menu showing 'Roof, Asphalt Roof,' and a 'Code/Quantity' field. Below this is 'Reason Code' with a dropdown menu showing 'Minor Works'. At the bottom is an 'Assets' section with a table. The table has columns: 'Operatio...', 'Asset No', 'Known As', 'Level', and 'Ar'. The table is currently empty. There are 'OK' and 'Cancel' buttons at the bottom right.

3. Any changes made will be reflected in the events log on the Work Order.

Event		>>
Outcome	Date	
Agent - Location Changed	15/02/2013	
Agent - Caller Changed	15/02/2013	
Agent - Accepted - No ETA...	14/02/2013	
Agent - Assigned by Email	24/01/2013	
Agent - Resource Allocated...	24/01/2013	
Agent - Work Order Created	24/01/2013	
Event	Change - Location	
Outcome	Agent - Location Chan...	
Date	15/02/2013 15:56	
Event Creator	Donna.Louise	
Deleted Locati...	Ground Floor, Sales Flo...	
Added Location	Ground Floor, Sales Flo...	

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=293>